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TRANSMITTAL FORM (to be used for all correspondence after initial filing)	Application Number	10/648,427	
	Filing Date	August 27, 2003	
	First Named Inventor	Goss et al.	
	Art Unit	Unassigned	
	Examiner Name	Unassigned	
Total Number of Pages in This Submission	5	Attorney Docket Number	COS97080C1

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance communication to Group
<input type="checkbox"/> Fee Attached	<input type="checkbox"/> Licensing-related Papers	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
<input type="checkbox"/> Amendment/Reply	<input type="checkbox"/> Petition	<input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief)
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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	Eden U.I. Stright, Reg. No. 51,205 WorldCom, Inc.
Signature	
Date	September 20, 2003

CERTIFICATE OF TRANSMISSION/MAILING		
I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.		
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This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Goss et al.

Confirmation No.: Unassigned

Serial No.: 10/648,427

Art Unit: Unassigned

Filed: August 27, 2003

Examiner: Unassigned

Title: Contact Server for Call Center

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Sir:

In accordance with the provisions of 37 C.F.R. 1.56, 1.97, and 1.98, the attention of the U.S. Patent and Trademark Office is hereby directed to the documents listed on the attached Form PTO-1449. It is respectfully requested that the documents be expressly and independently considered during the prosecution of this application, and that the documents be made of record therein and appear among the "References Cited" on any patent to issue therefrom.

This Information Disclosure Statement is being submitted within three months of the filing date of the application and prior to issuance of a first Office Action on the merits, therefore, no fee is due.

Under 37 C.F.R. § 1.98(d), no copy of any patent, publication, pending U.S. application or other information listed in this information disclosure statement is required to be provided, as the information was previously submitted to, or cited by, the Office in earlier Application No. 09/417,327, filed October 13, 1999.

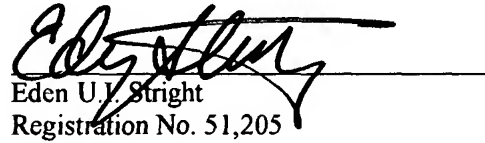
Each of the documents listed on the attached form equivalent to Form PTO-1449 is in the English language.

It is respectfully requested that the documents cited in this Information Disclosure Statement be independently considered by the Examiner.

Please charge any shortage in the fees due in connection with the filing of this paper, including extension of time fees, to Deposit Account No. 13-2491 and please credit any excess fees to such deposit account.

Respectfully submitted,

Date: September 26, 2003


Eden U. Stright
Registration No. 51,205

WorldCom, Inc.
1133 19th Street, NW
Washington, DC 20036
Phone: 202 736-6008
Fax: 202-736-6382

FORM PTO-1449
(REV. 7-80)U.S. DEPARTMENT OF COMMERCE
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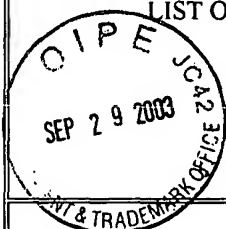
SERIAL NO.

COS97080C1

10/648,427

LIST OF DOCUMENTS CITED BY APPLICANT

(Use several sheets if necessary)



APPLICANT(S): Goss et al.

FILING DATE

August 27, 2003

GROUP

Unassigned

U.S. PATENT DOCUMENTS

* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
	5,155,761	10/1992	Hammond			
	5,185,782	2/1993	Srinivasan			
	5,206,903	4/1993	Maloney et al.			
	5,268,957	12/1993	Albrecht			
	5,311,574	5/1994	Livanos			
	5,384,841	1/1995	Adams et al.			
	5,533,100	7/1996	Bass et al.			
	5,535,256	7/1996	Maloney et al.			
	5,590,188	12/1996	Crockett			
	5,602,846	02/1997	Holmquist et al.			
	5,625,682	4/1997	Gray et al.			
	5,692,033	11/1997	Farris			
	5,742,674	4/1998	Jain et al.			
	5,754,830	05/1998	Butts et al.			
	5,761,289	6/1998	Keshav			
	5,761,507	6/1998	Govett			
	5,778,060	7/1998	Otto			
	5,781,909	07/1998	Logan et al.			
	5,793,861	8/1998	Haigh			

FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
	0 856 980	08/1998	EP				
	98/54877	12/1998	WO				

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

	Webline Comm. Debuts Powerful Software Solution or Interactive Telebusiness, Press Release [Online]. WebLine Comm. Corp., 9/8/97 [retrieved on 11/5/99]. Retrieved from the Internet: <URL:http://www.webline.com/news/press/1997/9-8-97.htm>
	Harry Newton, Newton's Telecom Dictionary, Nov. 1994, Flatiron Publishing Inc., 8 th Ed., pp. 106, 297, 298 and 920 ISBN 0-936648-60-0

EXAMINER

DATE CONSIDERED

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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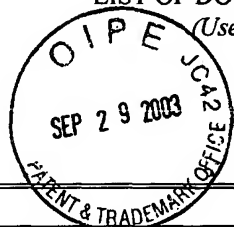
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	5,825,869	10/1998	Brooks et al.			
	5,826,014	10/1998	Coley et al.			
	5,838,682	11/1998	Dekelbaum et al.			
	5,884,032	03/1999	Batemen et al.			
	5,907,547	05/1999	Foladare et al.			
	5,926,538	07/1999	Deryugin et al.			
	5,933,492	08/1999	Turovski			
	5,954,798	09/1999	Shelton et al.			
	5,995,614	11/1999	Miloslavsky			
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	6,163,536	12/2000	Dunn et al.			
	6,192,050	2/2001	Stovall			
	6,229,888	05/2001	Miloslavsky			
	6,411,805	06/2002	Becker et al.			
	6,421,717	07/2002	Kloba et al.			
	6,493,447	12/2002	Goss et al.			

FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
					YES	NO

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

	Gawrys et al., "ISDN: Integrated Network/Premises Solutions", Integrating the World Through Communications, Toronto, Canada, June 22-25, 1986, International Conference on Communications, New York, IEEE, US, Vol. 1, June 22, 1986, pp 1-5

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